

**TENNESSEE REGULATORY AUTHORITY**

Sara Kyle, Chairman  
Lynn Greer, Director  
Melvin Malone, Director

400 James Robertson Parkway  
Nashville, Tennessee 37218-0505

February 12, 2001

Wyatt, Tarrant & Combs, LLP  
ATTN: Sharon O. Jacobs  
2525 West End Avenue, Suite 1500  
Nashville, TN 37203-1423

RE: Z Tel Communications, Inc.  
Docket No. 00-00861 - Data Request

Dear Ms. Jacobs

In reviewing Z Tel Communications filing and request for issuance of a Competitive Local Exchange Carrier Certificate of Convenience and Necessity, the Tennessee Regulatory Authority ("Authority") Staff identified several questions that require answering. To adequately evaluate Z Tel Communications' filing and application, the following additional information is requested.

1. Is Z-Tel Communications under investigation or pending enforcement actions by any state or federal agency?
2. What was the primary nature of the 1,212 complaints reported as having been filed against Z-Tel Communications in New York, and what resolution(s) have been reached, pending, or proposed regarding these New York complaints?
3. To what does Z-Tel Communications attribute the cause of the reported 851 slamming complaints filed against Z-Tel Communications in nine (9) months, and what has been Z Tel Communications' actions regarding this high number of slamming complaints?
4. What is Z-Tel Communications' policy concerning resolution of slamming complaints?
5. What has been done, or what is Z-Tel Communications doing, to not only reduce slamming complaints over all, but to bring the number of slamming complaints down to zero?
4. Describe, in detail, Z-Tel Communications' policy with regard to responding to consumers and their complaints?

5. Will Z-Tel Communications have personnel in Tennessee for installation and/or service repairs that can be contacted by not only consumers, but by the Authority Staff for quick and effective response and action? If so, provide all appropriate contact information.

6. According to the application Z-Tel Communications is going to provide residential service in BellSouth's territory. Is Z-Tel Communications aware of and ready to implement Tennessee's County-wide Calling requirements? Describe the method(s) to be utilized by Z Tel Communications to implement this calling plan, both for IntraLata, and where appropriate, InterLata calling areas.

7. Describe Z-Tel Communications' ability to participate in Tennessee's number pooling trials and other number conservation activities?

8. Provide Z Tel Communications' service implementation schedule, by NPA and Rate Center, and the number of NXXs necessary for Z Tel Communications to meet this schedule.

To facilitate the timely evaluation of the application filed by Z Tel Communications, Inc., the above information should be submitted to the undersigned by February 27, 2001.

Thank you for your prompt attention to this matter.

Sincerely,



K. David Waddell  
Executive Secretary

cc: Richard Collier  
Eddie Roberson  
Joe Werner  
Carsie Mundy  
Knox Walkup